

PAHC NEWS

News and Information about Patterson Army Health Clinic

PAHC News:

is a newsletter highlighting news and information for our beneficiaries both before and after our closure date

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COL Eric Olins – Commander, PAHC

Welcome to the second edition of the “PAHC News”. Thank you for the feedback you sent us regarding our first edition. Your comments were overwhelmingly positive and we have incorporated many of your suggestions into this and future editions.

The next year will be one of great change for you and the staff of PAHC. I encourage you to start exploring your TRICARE options and determine which is the best plan for you and your family. We will discuss some of these options in this edition. I recommend you visit the HealthNet Federal Services TRICARE site at <https://www.hnfs.com/common/home> and review these plans. As always, the staff at the TRICARE Service Center (TSC), located on the first floor of PAHC is available to assist and answer your questions. You may contact them by calling 1-888-874-2273 and asking to speak to the Patterson TSC.

Optometry Service Returns!

We are pleased to announce that Dr. Rita Mallia, Optometrist, has joined our staff. Appointments to see Dr. Mallia may be made by calling 732-532-7475 or 6590.

No-shows

We understand there may be times when you cannot make your scheduled appointment with your provider at PAHC. Please call as far in advance as possible to cancel your appointment. This allows us to offer that appointment time to another patient. We have noticed an increase in the number of patients who “no-show” for their appointments. We track these closely and patients who “no-show” three times in one year may be disenrolled from PAHC. Letters are sent to those who “no-show”. Please tell us when you cannot keep your appointment. Thank you!

TRICARE

TRICARE has several plans, many of which you are probably familiar with; Prime, Standard, Extra, TRICARE For Life and TRICARE Reserve Select. In each issue, we will focus on one of these plans.

TRICARE For Life (TFL): Is TRICARE's Medicare-wraparound coverage available to all Medicare-eligible TRICARE beneficiaries, regardless of age, provided you have Medicare Parts A and B. While Medicare is your primary insurance, TRICARE acts as your secondary payer minimizing your out-of-pocket expenses. TRICARE benefits include covering Medicare's coinsurance and deductible. If you use a Medicare provider, they will file your claims with Medicare. Medicare pays its portion and electronically forwards the claim to the TFL claims processor. TFL pays the provider directly for TRICARE-covered services. For services covered by both Medicare and TRICARE, Medicare pays first and TFL pays your remaining coinsurance for TRICARE-covered services. For services covered by TRICARE but not by

Medicare, TFL pays first and Medicare pays nothing. You must pay the TRICARE fiscal year deductible and cost shares. For services covered by Medicare but not by TRICARE, Medicare pays first and TFL pays nothing. You must pay the Medicare deductible and coinsurance. For services not covered by Medicare or TRICARE, Medicare and TRICARE pay nothing and you must pay the entire bill. Out-of-Pocket Costs: When using TFL, you do not pay any enrollment fees, but you must pay Medicare Part B monthly premiums. Your Part B premium is based on your income. For more information about Part B premiums visit www.medicare.gov or call Social Security at 1-800-772-1213 (TTY: 1-800-325-0778). You'll pay nothing out of pocket for services covered by both Medicare and TRICARE. Is TFL Right for You? If you have both Medicare Part A and Part B, then TFL is the plan for you. Coverage is available worldwide and you can see any provider you want. To learn more about TRICARE and Medicare eligibility requirements, go to:

<http://www.tricare.mil/mybenefit/home/overview/Eligibility/WhoIsEligible/MedicareBeneficiaries>

With the impending closure of Patterson Army Health Clinic, you are strongly encouraged to start determining where you will receive your health care after June 2011. We realize this is a brief overview of TFL and strongly recommend you visit the TRICARE Service Center, located on the first floor of Patterson Army Health Clinic. They have a lot of information regarding your TFL benefits and can assist you in finding a provider who accepts Medicare. All our beneficiaries, regardless of your TRICARE status, are encouraged to come in and speak with the TRICARE Service Center staff. They can be a great asset to you in explaining what TRICARE programs may be best for you and assisting you in locating a primary care manager.

Have you moved? Changed your phone number? Did you tell DEERS?

A recent article on MSNBC highlighted the problem physicians face when they have to notify patients of abnormal lab results, X-rays results, etc. and cannot contact the patient because of incorrect addresses or phone numbers. This has also been a problem for us as patients sometimes move or change their phone numbers but don't update that information in DEERS. If you have moved or changed your number, tell DEERS! You can update this information several ways:

- Visit your local uniformed services personnel office or contact the Defense Manpower Data Center Support Office (DSO) at 1-800-538-9552. You can find the nearest uniformed services personnel office at:
<http://www.dmdc.osd.mil/rsl/>
- Fax address changes to DEERS at 1-831-655-8317
- Mail the address change to the Defense Manpower Data Center Support Office, ATTN: COA, 400 Gigling Road, Seaside, CA 93955-6771
- Go online to TRICARE to update your information:
<http://www.tricare.osd.mil/deers/>

HEDIS

The Healthcare Effectiveness Data & Information Set (HEDIS): You may have received letters from us notifying you that it's time for your annual mammogram or time to have your glucose and A1C levels checked if you are diabetic or the need for a Pneumovax vaccination, etc. This is part of "HEDIS" which is a tool used by more than 90 percent of America's health plans to measure performance on important dimensions of care and service. HEDIS measures address a broad range of important health issues. Among them are: Asthma Medication Use; Persistence of Beta-Blocker Treatment after a Heart Attack; Controlling High Blood Pressure; Comprehensive Diabetes Care; Breast Cancer Screening; Antidepressant Medication Management; Childhood and Adolescent Immunization Status and Advising Smokers to Quit. If you received one of these letters, we encourage you to follow the recommendations made and to follow-up with your provider. We closely monitor our level of compliance with HEDIS measures. If you have questions regarding HEDIS we encourage you to discuss them with your Primary Care Provider.

Give us your feedback

This newsletter is for you, our beneficiaries. We welcome your feedback, input and suggestions on how to make the newsletter better. Contact our patient representative, Michele Steinert at 732-532-1328 or via e-mail at Michele.Steinert@us.army.mil with your ideas and we will incorporate them in future editions.

Important BRAC Dates

1 Jan 2011

Clinic ceases performing Line of Duty (LOD) evaluations on NG and Reserve Soldiers

30 Jun 2011

Patterson Army Health Clinic closes

(includes all clinics, lab, X-ray and Pharmacy services)



Unit Crest



All units have a distinctive crest that is symbolic to the unit. Patterson's crest is a gold color metal and enamel device 1 1/8th inches in height overall consisting of a red enamel cross bearing a vertical gold lightning flash, below supporting and conjoined with a white enamel heraldic water bouget, all above and enclosed by a wavy maroon enamel scroll touching the outer corners of the lateral and lower arms of the cross and terminating at the water bouget, bearing the inscription "NO LESS THAN THE BEST", with all open areas within the design of blue enamel. Symbolism: Maroon and white are colors of the Army Medical Department. The water bouget alludes to the necessity of water in sustaining life, and also alludes to Molly Pitcher and her devotion in the Battle of Monmouth for which Fort Monmouth was named. The red cross represents the U.S. Army Medical Department Activity and is symbolic of aid and assistance. The flash refers to the Army Electronic Command at Fort Monmouth and symbolizes quick, efficient service. The water bouget also simulates an "M" and refers to both medical and Monmouth. Background: The distinctive unit insignia was originally approved for the Patterson Army Hospital on 16 December 1969. It was redesignated for the U.S. Army Medical Activity, Fort Monmouth on 13 September 1973.

PATTERSON ARMY HEALTH CLINIC

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